



502 Main Street – P.O. Box 130, Union, IA 50258-0130  
Phone "611" or 641-486-2211

June 28, 2012

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554

Ms. Karen Majcher  
Vice President, High Cost and Low Income Division  
Universal Service Administrative Company  
2000 L Street, NW, Suite 200  
Washington, D.C. 20036

Re: WC Docket No. 10-90, Annual §54.313 Report of High-Cost Recipient

Dear Ms. Dortch and Majcher:

Enclosed please find the annual Certification of Support and Annual Report of Heart of Iowa Communications Cooperative, Study Area Code 351297, pursuant to 47 C.F.R. §54.313. Please note the report has been redacted for public inspection in accordance with 0.459 of the Commission's rules.

The following dockets are included as reference:

- WC Docket Nos.: 10-90, 07-135, 05-337, 03-109
- GN Docket Nos.: 09-51
- CC Docket No's: 01-92, 96-45
- WT Docket No: 10-208
- FCC 11-161

Please direct any questions regarding this filing to me at 641-486-2211 or via email to [executive@heartofiowa.coop](mailto:executive@heartofiowa.coop).

Respectfully Submitted,

/s/Bryan Amundson  
General Manager

Enclosure

cc: Iowa Utilities Board

**Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, D.C. 20554**

In the Matter of	)	
	)	
Federal-State Joint Board on Universal Service	)	CC Docket No. 96-45
	)	

**Request of Heart of Iowa Communications Cooperative  
For Confidential Treatment**

Pursuant to Section 0.459 of the Commission's Rules, Heart of Iowa Communications Cooperative ("Heart of Iowa") requests confidentiality with respect to the submission of the Annual Certification of Heart of Iowa in WCB Docket 10-90.

The following information is submitted pursuant to Section 0.459(b) of the Commission's rules:

- (1) Heart of Iowa requests that the ETC Certification and Annual Report attached herewith be given confidential treatment.
- (2) The ETC Certification and Annual Report are submitted to the Commission pursuant to *Report and Order and Further Notice of Proposed Rulemaking*, FCC 11-161, WCC 10-90, rel. November 18, 2011.
- (3) Specific details, including financial, contained in the ETC Certification and Annual Report are confidential commercial information routinely withheld from public inspection in accordance with Section 0.457(d) of FCC Rules.
- (4) The information contained herein is of both a financial and competitive nature regarding the provision of telecommunications services. The telecommunications industry is highly competitive.
- (5) The financial and competitive information provided herein is information that would not customarily be released to the public. Due to the competitive environment of the marketplace, release of this information could substantially harm Heart of Iowa's business and physical infrastructure.

- (6) In order to prevent unauthorized disclosure of the subject information, the attached ETC Certification and Annual Report are being filed via express delivery service.
- (7) The subject information is not available to the public or any third parties.
- (8) Pursuant to Section 0.457(d) of the Commission's rules the subject material is not routinely available for public inspection and should continue to be withheld from public inspection at any time now or in the future.
- (9) Not applicable.

Respectfully submitted,

By: 

Bryan Amundson  
General Manager  
Heart of Iowa Communications Cooperative  
502 Main Street  
Union, Iowa 50258  
641-486-2211

June 28, 2012

**Redacted for Public Inspection**

CERTIFICATION OF HEART OF IOWA COMMUNICATIONS COOPERATIVE

STATE OF IOWA

COUNTY OF Hardin

I, Bryan Amundson, General Manager, Heart of Iowa Communications Cooperative, being of lawful age and duly sworn, depose and state:

Heart of Iowa Communications Cooperative, 351297, certify that all federal high-cost support provided to Heart of Iowa Communications Cooperative within Iowa was used in the preceding calendar year and will be used in the coming calendar year only for the provision, maintenance, and upgrading of facilities and services for which the support is intended. In addition, Heart of Iowa Communications Cooperative certifies that it will comply with applicable service quality standards and consumer protection rules, certifies that it is able to maintain a minimum of two hours of backup power to ensure functionality without an external power source, certifies that it is offering a local usage plan comparable to that offered by the ILEC in the relevant service areas, and certifies that it acknowledges that the FCC may require it to provide equal access to long distance carriers in the event that no other eligible carrier is providing equal access within its ETC designated service area. As an eligible telecommunications carrier, Heart of Iowa Communications Cooperative agrees to provide timely responses to Board requests for information related to the status of local voice service markets or facilities.

I further state that I am authorized by Heart of Iowa Communications Cooperative to make this statement.

/s/Bryan Amundson  
General Manager

Subscribed and sworn to before me this 25 day of April, 2012

/s/ and sealed Jenny Pekarek  
Notary Public



**Proposed ETC Certification Reporting Form**  
**Quality of Service Reporting due May 1, 2012**  
**Reporting Period January 1 - December 31, 2011**

**Redacted for Public Inspection**

**Unfilled Requests for Service - 199 IAC 39.5(6).** The number of requests for service from potential customers that were unfilled for over five days during the past year.

Number of Requests for Service for Potential Customers that were 0  
unfilled during the reporting Period: \_\_\_\_\_

(Please provide an explanation for each unfilled order along with wire center NXX or geographic area description for the reporting period. To add additional rows to a table, press the tab key when in the bottom right table cell.)

Requesting Consumer Surname:	NPA-NXX or geographic Location:	Explanation:

**Complaints - 199 IAC 39.5(7).** The number of complaints per 1000 handsets or lines. ETCs serving fewer than 1000 handsets or lines shall report the actual number of complaints.

Number of Complaints per Thousand Handset or Lines: 0

(If less than 1000 handsets/lines, Please provide information as number of complaints per number of handsets or lines. Complaints are defined as complaints from Iowa customers located within the carrier's Iowa ETC designated area and received by the carrier, regarding the provisioning of the required supported services outlined in Iowa Admin. Code Ch. 39.2(1), or complaints regarding unauthorized changes in service.)



**Proposed ETC Certification Reporting Form  
Quality of Service Reporting due May 1, 2012  
Reporting Period January 1 - December 31, 2011**

**CONFIDENTIAL**

**FCC Outage Reports - 199 IAC 39.5(5).** Each ETC shall file copies of all FCC outage reports it filed with the FCC. The copies will be filed as confidential pursuant to the provisions of 199 IAC 1.9(5)"c."

**Number of Service Outages Reported to the FCC:** [REDACTED]

Copies of reports filed with the FCC are included in Attachment 1 which has been redacted for public inspection.

**Attachment 1 – Outage Report**

**Redacted for Public Inspection**